

Laithwaites Wines Role Profile	
Position Title	Retail Operations Administrator
Reports To	Retail Operations Manager
Overall Job Purpose	<p>This is an office based role supporting our retail teams across the UK.</p> <p>Provide daily administration support across multiple sites.</p> <p>.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Management of the day to day Operations issues for all existing shops • Produce the Daily Sales report • Events – Setting up ticket codes and ensuring they are displayed on the website. Providing support for shops for all tastings. • Invoicing – coding invoices on TOK for approval. • Shop presence on the website – making sure that the shops have as much visibility on the website as possible – adding events, tasting etc. Ensuring the information is as up to date as possible. • Provide campaigns to shops to ensure that they have customer contacts for telesales and postcards. • Maintain holiday, sickness forms and lateness for all shops • Complete banking sheets daily and report any variances. Reconcile weekly shop vouchers. • Marketing – ordering the pre-packs and promo allocation stock to ensure all stock is with stores when the mailing lands. • Running the weekly stock checks and investigating with shops the exceptions. Providing a monthly summary on the results. • Work with the shops and with the Warehouse • Delivery queries and stock transfers • Ad hoc duties as agreed with the Retail Operations Manager
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Educated to GCSE Level or above • IT skills: Microsoft Word, Excel, Access and Outlook
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience of working in an office environment • Proven administration experience

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	Desirable <ul style="list-style-type: none">• Retail Experience• Knowledge of SAP
Personal Qualities and Skills	<ul style="list-style-type: none">• Excellent Communicative and Influencing Skills• Customer Focused• Results Driven• Ability to impart information effectively• Be able to cope with authority in a business environment• Self starter with an ability to attain targets and overcome all realistic objectives• Provides excellent customer service and takes responsibility for own actions and those of your team• Constantly strives for high standards and consistently achieves them.• Ability to make an immediate and positive impact with all people you are in contact with.• Able to work under pressure• Ability to prioritise a heavy workload.• Ability to communicate to people on all levels.
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